

# The Care Quality Commission



The Care Quality Commission will be in charge of inspecting health and adult social care services from April 2009.



These plans say how we are going to start working.



We will soon be asking people to help us make our plans for the next 5 years.



We look forward to working with you on these plans and on making services safer and better.

# What we want to see

We want to see really good health and social care that:



- supports people to live healthy and independent lives



- helps people, families and carers make decisions about their own care



- changes to meet peoples needs.

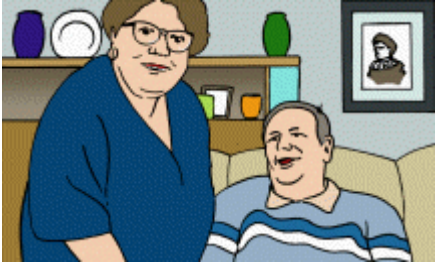


There are 4 parts to good care:

**1.**safety



**2.**the service doing a good job



**3.**people thinking their care service is good



**4.**care that keeps people well, healthy and independent.

# Our Job



We help make services better for people.



We check health and adult social care to:

- make sure services do a good job



- keep people safe



- get better, and



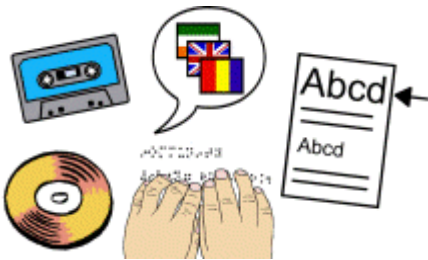
- stop bad work.



We protect the rights of people who use services, especially people who are most at risk and people who are made to have treatment under the Mental Health Act.



We write reports about how good care services are.



Our accessible information helps people who use services to make better decisions about their care.



These reports help services get better.



We are not told what to say by anyone else. This means we are free to say how well services are doing and if they are worth the money paid for them.

# What's important about how we will do our job



We will:

- put the people who use services first and stand up for their rights and being treated properly



- work for care services that think about each person



- listen to what people who use services tell us about how we work



- work with services and professionals on how good they think care services should be



- strongly say what we know to be true



- make sure people know about us and listen to what we say about making services better



- make sure people can see how we do things and can ask questions



- be a really good organisation that treats everyone fairly and equally and helps the environment



- be a great place to work, supporting staff to do what they are good at and to get better.

# The way we will check services



We will be one of the best inspection organisations and will use new ideas. We will:



- look at what a service actually does for people



- use different ways to make services better



- work for people who are at most at risk first



- get services working together





- get services to think about what each person needs



- make sure people can see how we do things



- be tough and fair



- not let others tell us what to do



- not get carried away



- work with other inspection organisations.



We check lots of different services and will use different ways to check them as one size will not fit all.



We will always check the main things in a service. This will help make them better.

# Making the new Commission

In making the Care Quality Commission, we will:



- use the good work already done by the Commission for Social Care Inspection, the Healthcare Commission and the Mental Health Act Commission



- join together staff and the ways they work.



- quickly show the new commission is doing a good job



- make sure we know what is happening all over the country as well as in local areas where people use services.

# How will people know if we are doing our job well?



People who use services, carers, families and the public will be able to see:

- better care



- people being treated as individuals with services working well together



- people's rights are seen as important



- good accessible information that helps people who use services to make choices



- good accessible information that helps people ask questions and make complaints



- more people in control of their own services



- we act quickly and well when things have gone wrong.



### **Services and the people who buy services will see:**

- good checking without too much paper work



- organisations working together better with the same ideas about what makes a good service



- good information on how good services are which they can use to get better



- tough but fair action to sort out any problems.



## National and local Government will see:

- quick work on making services better



- good information about how services have got better



- an organisation that knows about what makes good services and what else needs to change to make them better

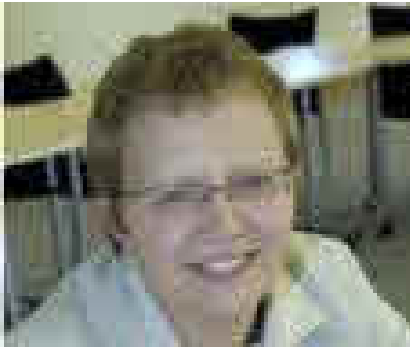


- the Care Quality Commission helping services work together.



from

**Barbara Young**  
**Chair**  
**Care Quality Commission**



And

**Cynthia Bower**  
**Chief Executive**  
**Care Quality Commission**

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